

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. My name is Joseph Alvarado and I was hoping you can provide me with a... my new, uh... I'm sorry, the doctor's office I'm visiting has been ... issues information for you guys and they're asking for a letter of cancellation so I could give them a new insurance. So what's the name of the staffing agency you work for? Serge. And the last four digits of your social? 7299. And you say your w- name is Jose, Joseph Alvarado? Yes, ma'am. And, and Mr. Alvarado, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. So it's 2934 Grove View Apartment... uh, Grove View Drive, Apartment D180, Dallas, Texas 75233. My birthday is March 7th, 1994. Thank you for, um, the information. We have a telephone number on file, 972-754-0105 and josealvarado230@gmail.com. Correct. And one second. All right. All right. I could request a can- the, uh, confirmation of cancellation. Um, it will be emailed to the email we have on file, jo- josephalvarado2305@gmail.com. And it takes up to 72... I mean, I'm sorry, 24 hours for you to receive it. It's coming- Okay. So... Go ahead, I'm sorry. It's coming in from info@benefitsinacard. Sometimes there- Okay, perfect. Um, you might receive- Okay. ... it earlier than that, but that's the timeframe they request. Okay. So if I don't get nothing within 24 hours, give you guys a call back? Sure. Perfect. All right. Thank you very much. Well, thank you very much for your help. I'm not going anywhere. Have a good day. Bye-bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. My name is Joseph Alvarado and I was hoping you can provide me with a... my new, uh... I'm sorry, the doctor's office I'm visiting has been ... issues information for you guys and they're asking for a letter of cancellation so I could give them a new insurance.

Speaker speaker_0: So what's the name of the staffing agency you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 7299.

Speaker speaker_0: And you say your w- name is Jose, Joseph Alvarado?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And, and Mr. Alvarado, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yeah. So it's 2934 Grove View Apartment... uh, Grove View Drive, Apartment D180, Dallas, Texas 75233. My birthday is March 7th, 1994.

Speaker speaker_0: Thank you for, um, the information. We have a telephone number on file, 972-754-0105 and josealvarado230@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: And one second. All right. All right. I could request a can- the, uh, confirmation of cancellation. Um, it will be emailed to the email we have on file, jo-josephalvarado2305@gmail.com. And it takes up to 72... I mean, I'm sorry, 24 hours for you to receive it. It's coming-

Speaker speaker_1: Okay. So... Go ahead, I'm sorry.

Speaker speaker_0: It's coming in from info@benefitsinacard. Sometimes there-

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Um, you might receive-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it earlier than that, but that's the timeframe they request.

Speaker speaker_1: Okay. So if I don't get nothing within 24 hours, give you guys a call back?

Speaker speaker_0: Sure.

Speaker speaker_1: Perfect.

Speaker speaker_0: All right. Thank you very much.

Speaker speaker_1: Well, thank you very much for your help.

Speaker speaker_0: I'm not going anywhere.

Speaker speaker_1: Have a good day. Bye-bye.

Speaker speaker_0: Mm-hmm.